Faculty Study Abroad Handbook

Edited by Mark Eckman
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Important Contact Information

**Emergency Contacts**

- CIE Study Abroad Office 24/7 On-Call Emergency Number +1 (888) 959-9395
- CIE Study Abroad Office +1 (414) 229-5182
  - M-F except holidays, 8:30 AM – 4:30 PM CST
  - Press "0" to be connected to the Campus Police
- UWM Campus Police
  - Emergency +1 (414) 229-9911
  - Non-emergency +1 (414) 229-4627

**Cultural Insurance Services International (CISI)**

UW-System health insurance coverage provided for all faculty, assistants, staff, and students. Please note that when calling CISI your call is answered and managed by the Assist America Company. Assist America is the service provider for CISI, and will work directly with you resolve the issue, whatever it may be.

- ID#: STB009987902
- Toll-free Domestic: 800-303-8120
- Worldwide Collect: 203-399-5130 (calling from outside of the US, collect calls accepted)
- E-mail: claimhelp@culturalinsurance.com
- Website: [http://www.culturalinsurance.com](http://www.culturalinsurance.com)

**Claims**

- Phone: (800) 303-8120 ext. 5130 (calling toll-free from within the US)
  (203) 399-5130 (calling from outside of the US, collect calls accepted)
- E-mail: claimhelp@culturalinsurance.com
- Address:
  Cultural Insurance Services International (CISI)
  1 High Ridge Park
  Stamford, CT 06905

Please coordinate larger claim filings through the CIE Study Abroad Office
What to Know Before You Go

Guidelines for the Conduct of International Programs

The University of Wisconsin System has developed guidelines governing the conduct of education abroad programs. These guidelines focus on:

- Safety and welfare
- Pre-departure preparation
- Code of conduct compliance
- Budgeting (cost recovery)

Academic Information Series (ACIS) 7.1-7.4
- [http://www.uwsa.edu/acss/ACIS/acis-7_revApril08.pdf](http://www.uwsa.edu/acss/ACIS/acis-7_revApril08.pdf)

Financial and Administrative Policy Paper F45
- [http://www.uwsa.edu/fadmin/fppp/fppp45.htm](http://www.uwsa.edu/fadmin/fppp/fppp45.htm)

All students participating in international programs must comply with the rules and regulations in the Wisconsin Board of Regents' Student Regulations Handbook and UWM’s Student Handbook. The leader of the UWM program has the right to suspend or expel a student from a study abroad program for violation of any academic or non-academic disciplinary policy. Appropriate hearings and appeals will take place upon return to the home campus.

Student Academic Disciplinary Procedures (Chapter UWS 14)
- [http://www.uwgb.edu/deanofstudents/policies_procedures/students/pdfs/uws014.pdf](http://www.uwgb.edu/deanofstudents/policies_procedures/students/pdfs/uws014.pdf)

Student Non-Academic Misconduct Policy (Chapter UWS 17)

Conduct on University Lands (Chapter UWS 18)
- [https://www4.uwm.edu/secu/pecmail/agendas/09-10/11-18-09uws018.pdf](https://www4.uwm.edu/secu/pecmail/agendas/09-10/11-18-09uws018.pdf)

Program Leader Responsibilities

- Understand the culture in which the program is conducted, and design an academically focused program that incorporates essential elements of the local culture and environment into the academic content of the program.
- Plan ahead for potential risks and communicate risks and plans to students.
- Conduct pre-departure student orientations and attend faculty orientation.
- Explain your role and responsibilities, and your assistant’s, if applicable, to students.
- Explain program requirements to students.
- Maintain current contact information for campus support offices and on-site resources.
- Adhere to standards of professional conduct, acting prudently and reasonably.
- Explain cultural and behavioral requirements of foreign venue, reminding students that they are perceived as representatives of UWM and of the United States.
- Deliver the academic portion of the program and report grades upon completion of the program.
- Ensure that contact hour minimums are met, the itinerary is followed, and the course objectives and learning outcomes are achieved.
- Exercise caution before engaging the services of local travel/tour operators, or a local transportation company of a driver. Do not make adjustments to the itinerary, modes of transport, or formal program activities without consulting CIE. Err on the side of caution when your students’ safety is at stake. Know what to do in case of emergency. Develop emergency action plan. Keep the health forms for each student with you on-site to effectively deal with individual health emergencies.
- Complete and submit Incident Report Form(s), as needed.
- Perform appropriate investigation/follow up concerning behavior issues and complaints.
- Keep CIE informed of student status changes, such as disenrollment, probation, major illness, accidents, and protracted absence.
- Within 30 days of returning, account for all expenditures by turning in all receipts for your Travel Expense Report to the CIE Study Abroad Office.
- After program has ended, meet with CIE staff to review program experience.

**CIE Study Abroad Office Responsibilities**

- Consult with faculty leaders during the program development process.
- Assist with the establishment of a budget that meets university and UW-System guidelines.
- Determine payment schedules for program expenses.
- Coordinate with UWM offices for review and approval of program invoices and contracts with overseas vendors.
- Make payments to on-site program vendors, as necessary.
- Assist leaders in developing program safety assessments.
- Monitor world events and U.S. State Department reports on program location safety.
- Provide marketing support, which includes: posting your program on the CIE website; inclusion of your program in the CIE study abroad fair; creating program flyers to be displayed in CIE and used by the faculty leader for recruitment; and referrals to your program in peer presenting and advising sessions.
- Assist students with financial aid by preparing program-specific financial aid budgets.
- Maintain an online application process for students that complies with all higher education regulations (FERPA, ADA, etc.).
- Design, distribute, and collect forms from students.
- Review discipline records for all participating students.
- Assist leaders with students who have disabilities or misconduct records.
- Collect payments from students and depositing them into their PAWS accounts.
- Ensure the availability of funds, which will cover program expenses.
- Obtain travel advance funds for faculty leaders and process salary for them.
- Register students in courses.
- Purchase international health insurance for students and program leaders.
- Provide all students with a general and site-specific orientation and general handbook.
- Conduct faculty leader pre-departure orientation.
- Process expense reconciliation with UWM’s travel and accounting offices
- Register students/groups with overseas embassy/consulate.
- Coordinate university response in the event of an emergency.
- Bear financial and legal risks for the program. This includes covering unexpected and unavoidable expenses leading to negative balances in a program budget.
- Provide overall guidance and help throughout the process.
**Indemnification of State Employees**

The State of Wisconsin has recognized that the threat of suit and possible personal financial liability should not deter state employees, including university faculty and staff, from performing their jobs, provided they use their best professional judgment and act in good faith.

A statutory program of liability protection is in place, which is meant to encourage responsible decision-making insulated from unwarranted threats of legal action. Under Wisconsin Statute section 165.25. (6), the Attorney General, at the request of the UW System Board of Regents, appears and defends any action brought against a state employee on “account of any act growing out of or committed in the lawful course of...an...employee’s duties.”

All expenses of defense are paid by the state. Under Wisconsin Statute section 895.46(1)(a), damages (including punitive damages), costs and attorney fees awarded against an employee which exceed any applicable insurance coverage are paid by the state.

Typically there is no applicable insurance for such claims since most faculty and staff do not carry professional liability insurance, and the personal liability provisions of most homeowners’ policies do not cover employee-related liability. In most instances, the state would probably pay all damages and costs.

Damages and costs, where allowed, are paid from a statutorily established state self-insurance fund underwritten by periodic system-wide campus assessments. (The authority for state risk programs, appropriations, and procedures for filing claims against state employees is found in Wisconsin Statute sections 16.865, 20.855 and 893.82.)

Such liability coverage, however, may not apply in cases where an employee has clearly and not inadvertently violated university rules and/or state or federal law. Illegal actions (assault, for example) are not considered actions taken within the scope of one's job responsibilities.

Although the Attorney General’s Office examines the facts of each claim and proceeds on a case-by-case basis in deciding whether to defend an employee, the university, as a matter of long-standing practice, endeavors to obtain confirmation of representation and liability protection. The Office of Legal Affairs will recommend against such protection, however, when there has been a clear violation of law with regard to sexual harassment or copyright infringement.

An employee's cooperation is always a condition of defense by the Attorney General’s Office. Therefore, if an employee is served with a summons and complaint, it must be promptly delivered to the Office of Legal Affairs for formal referral to the secretary of the Board of Regents, who will, in turn, forward it to the Attorney General with a request for representation. Any questions regarding this information may be directed to the Office of Legal Affairs at ext. 4278.

*UWM Office of Legal Affairs (September 1999)*
**Family Educational Rights Privacy Act (FERPA)**

Program leaders should be familiar with the rights and responsibilities of the Family Educational Rights Privacy Act (FERPA). At the crux of this legislation is the following regulation: University Officials may not disclose personally identifiable information about students nor permit inspection of their records by third parties without the written permission of the student unless such inspection is permitted by the exceptions written in the act. In essence, this regulation strictly regulates the sharing of student information, an aspect of which is most commonly challenged in study abroad issues when family members request information about their child's performance or activities on a study abroad program.

For more information: [http://www4.uwm.edu/academics/ferpa.cfm](http://www4.uwm.edu/academics/ferpa.cfm)

**U.S. Department of State Resources**

The U.S. Department of State (DOS) maintains excellent resources for international travelers. While the advice is specifically geared toward U.S. citizens traveling abroad, the majority of the advice is relevant to all travelers.

In addition to well known products like the Country Specific Information profiles, Travel Warnings and Travel Alerts, the DOS has a site geared towards [students traveling abroad](http://travel.state.gov/travel/cis_pa_tw/pa/pa_1766.html).

The CIE Study Abroad Office regularly monitors DOS products, like the warnings and alerts. From the beginning of a program's development, prior to departure, and while abroad, the safety and security of the intended destination(s) is being monitored.

The different categories of DOS products are described as follows:

- **Country-Specific Information**: These pages include such information as location of the U.S. embassy or consulate in the subject country, unusual immigration practices, health conditions, minor political disturbances, unusual currency and entry regulations, crime and security information, and drug penalties. [http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html](http://travel.state.gov/travel/cis_pa_tw/cis/cis_1765.html)

- **Travel Alerts**: Travel Alerts are issued to disseminate information about short-term conditions, generally within particular countries, which pose imminent risks to the security of U.S. citizens. Natural disasters, terrorist attacks, coups, anniversaries of terrorist events, election-related demonstrations or violence, and high-profile events such as international conferences or regional sports events are examples of conditions that might generate a Travel Alert. CIE Study Abroad Staff receive notifications when Travel Alerts are issued and will email the travel alert to program participants and yourself. [http://travel.state.gov/travel/cis_pa_tw/pa/pa_1766.html](http://travel.state.gov/travel/cis_pa_tw/pa/pa_1766.html)

- **Travel Warnings**: Travel Warnings are issued to describe long-term, protracted conditions that make a country dangerous or unstable. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a drawdown of its staff. Should a Travel Warning be issued for your country during the program duration, CIE Study Abroad staff will work with you to assess the situation and respond accordingly. [http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html](http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html)
The DOS also offers assistance with the replacement of lost or stolen U.S. passports, can provide help for victims of crime, some limited financial assistance in emergency situations (through short-term loans), and can help locate U.S. citizens abroad in the event of an emergency.

For more information please visit:
- DOS Travel Resources: travel.state.gov
- DOS Students Abroad: http://travel.state.gov/content/studentsabroad/en.html
Health and Safety

**CISI International Health Insurance**

All education abroad participants, including non-UWM students and UWM students attending non-UWM-sponsored programs, and program leaders are required to have UW System insurance to cover health care expenses while abroad. The coverage, provided by Cultural Insurance Services International (CISI), allows for accident or urgent illness incurred outside the United States, as well as emergency evacuation and repatriation of remains. Evacuation, however, does not necessarily mean transfer to the U.S., but rather to the nearest comprehensive medical facility. In the event of an emergency, minor or major, please coordinate the response with the CIE Study Abroad Office. For issues related to claims, while CIE can provide support in processing or resolving claims, CISI is the ultimate arbiter of what is covered and how claims are handled. See page 1 for contact information.

**Risk Management Principals**

Study abroad programs are inherently risky, and will always be that way. Thus, throughout the process of developing and implementing a program, risk factors need to be identified, considered, and to the extent possible, minimized.

A core principle to minimizing risk is to transfer it whenever possible. This is achieved, for example, by contracting with a licensed and insured driver instead of having UWM program staff drive the group. As mentioned in an earlier section, statutory indemnification can protect against individual legal claims, engaging a third party to provide a particular service transfers the assumption of risk and responsibility to that organization.

When students and faculty participate in local or overseas travel as part of their learning experience, a contractual relationship exists. Faculty and students need to make sure the precise terms of that contractual relationship are specified. Parties in this relationship have duties and obligations. For example, program leaders are responsible for ensuring that students have safe housing and are making use of the safest way for students to travel.

While abroad, program leaders are presumed to have a “duty to care.” Accordingly, program leaders are responsible for looking after their students and, to the best degree possible, ensuring their general welfare. Program leaders should remember that students’ parents and families are likely to have a similar view. That is, parents and families presume that if students travel as part of a curricular experience, that faculty and the institution will look after their family member and ensure the best degree possible that they have a safe and productive learning/living experience.

**Wellness and Safety Advice**

Keeping everyone on the program, including faculty and program staff, healthy is essential to a successful program. Challenges range from environmental factors to travel-related illnesses, to mental and nervous conditions, and all necessitate different approaches and management strategies. What follows are some general guidelines and links to additional resources.
Mental and Emotional Stress

Being outside one's culture can be disorientating and challenging, even for a short period of time. As a program leader, it's important that you be sensitive to students' mental and emotional health needs and concerns. The ability to recognize signs of serious emotional distress, and the courage to acknowledge concerns directly is often later noted by students as the most significant factor in their problem resolution. Indicators of serious emotional distress can include, but are not limited to:

- Disruptive behavior, such as outbursts of anger
- Marked change in physical appearance and personal hygiene—dramatic weight gain or loss
- Chronic tiredness, headaches, gastrointestinal problems without a medical explanation
- Change in sleep patterns: insomnia, sleeping too much, not needing sleep
- Disordered eating: restricting, binging, purging, over-exercise
- Panic attacks; overwhelming anxiety
- Extreme sadness and tearfulness
- Irritability, hostility and/or threats against others
- Withdrawn or hyperactive
- Excessive dependency on others
- Mood swings
- Confusion, indecisiveness
- Increased isolation and inattention
- Expressions of hopelessness, powerlessness, or worthlessness
- Verbal statements or notes that have a suicidal or homicidal tone to them

Taken individually some items on the list are not reliable sole indicators of emotional distress. Paying close attention to the presence multiple factors, as well as noting dramatic changes to baseline behavior, can help to differentiate between a student having a bad day, and a student in the midst of emotional distress. However, when in doubt, it is always better to take action, ask questions, and alert the appropriate mental health staff to the concern.

Suggestions for assisting students in mental or emotional distress:

- Be friendly without being a "friend." Maintain a professional relationship and establish clear and consistent boundaries. Show interest and support.
- Ask to see the student in private to minimize embarrassment and defensiveness.
- Acknowledge with care that you are concerned about the student's welfare.
- Use constructive self-disclosure to acknowledge your observations of the student's situation and express your concern directly and honestly. Strange or inappropriate behavior should not be ignored. Comment directly on what you have observed with non-judgmental descriptions.
- Listen respectfully and provide empathy without necessarily agreeing or disagreeing with the student's point of view. Try not to minimize his/her pain. Try to refrain from making quick judgments.
- Ask follow-up questions for better clarification and understanding. Demonstrate that you understand what the student is disclosing by paraphrasing what the student has told you.
- Assist the student in identifying several options and a plan for action. Review past coping strategies. Explore the possible consequences of the student's action and non-action. Develop a backup plan.
- Keep the lines of communication open. Arrange time to follow-up with the student.

UWM maintains an online resource for students, faculty and staff, at uwm.edu/mentalhealth
Injuries, Illnesses and Infections

Traveler's Diarrhea

Travelers' diarrhea (TD) is the most commonly acquired travel-related disease when traveling in a third world country. Many of these illnesses are bacterial in origin, although viruses and parasites can also cause infections. There are a number of precautions that one should take to attempt to prevent illness. However, it is not always possible to completely control your food preparation, and even with the best precautions, you may still contract one of these illnesses. It is also important to note that TD can be acquired anywhere, even in more well-developed parts of the world.

The following steps should help prevent travelers’ diarrhea as well as other food and water-borne illness such as hepatitis A, typhoid fever, cholera and giardiasis.

- All food should be served well cooked and hot, including vegetables and meat. Avoid raw shellfish or seafood. Consider the source, as well as the venue of preparation, when deciding to consume fruits and vegetables. Many destinations in developing countries are sensitive to the needs of travelers, and a balanced diet may be possible when eating at safe and clean establishments.
- Bottled water should be consumed in lieu of tap water. Treating tap water is a possible alternative. For those instances, please consult the CDC website for guidelines on treating unsafe drinking water.
- Carbonated water is safe if there is a “fizz” when the cap is removed. If non-carbonated bottled water is purchased be sure that the seal on the cap has not been tampered with.
- Don’t drink beverages with ice cubes (even alcoholic) as bacteria can survive in ice for up to four to six weeks
- Avoid unpasteurized dairy products, mayonnaise, creamy desserts, and cold meats.
- Wash hands before eating with an alcohol based solution or safe treated water and use treated water to brush your teeth, rinse contact lenses, and wash near your mouth.

If you should contract a diarrheal illness, here are a few steps you should follow:

- Begin fluid replacement immediately. Gatorade, flavored mineral waters, broth, and carbonated beverages are good fluids to begin with. For severe or persistent diarrhea, packets of oral rehydration solution may be used. Make sure that packets of oral rehydration solution are reconstituted with clean, safe drinking water. Avoid solid foods for several days, and avoid milk products for two to three days after diarrhea has stopped. Caffeine, very cold or hot drinks, spicy or fatty foods, and roughage may make symptoms worse.
- Many mild episodes will resolve spontaneously in 24 hours if treated only with fluids and rest. You may wish to use an over the counter medication such as Imodium A-D or Lomotil to control mild symptoms but these products should be avoided if symptoms are moderate or severe as they may worsen or prolong illness.
- If you develop severe abdominal cramping with frequent loose stools, you should begin treatment with an antibiotic. The most commonly used antibiotics for travelers’ diarrhea are ciprofloxacin, azithromycin, Pepto bismol, or rifaximin. Antibiotics are usually taken for 1 to 3 days and should be included in your travel medical kit along with directions for use.
- High fever, bloody diarrhea, severe symptoms and/or lack of improvement require medical evaluation. Seek the advice of a medical professional.
**Hepatitis A and Typhoid Fever**

Hepatitis A and typhoid fever are two food and water-borne illnesses that can be prevented by vaccine. As it is difficult to avoid all contaminated food and water, travelers to the developing world are encouraged to get immunized.

**Sexually Transmitted Diseases**

Sexually transmitted diseases (STD’s) can be acquired at home or away, but as a traveler is less likely to know his new partner, statistically less likely to use condoms while traveling and also more likely to be under the influence of alcohol or other drugs when sexually active overseas, the acquisition of a variety of STD’s is more likely.

Accessing medical care for symptomatic sexually acquired diseases in a foreign country can be difficult due to language and culture barriers, health care system differences and in some parts of the developing world lack of medication. In addition, the prevalence of HIV infection is significantly higher in many parts of the world compared to the United States, and one cannot assume that a healthy appearing adult is not infected.

Additionally, Hepatitis B is endemic in many parts of the world and is easily spread by sexual activity, it is however preventable by immunization prior to travel. The risk of acquiring hepatitis B, hepatitis C or HIV from tattoos or body piercing obtained while traveling is considered higher outside the United States due to the lack of government regulation in many countries.

Best practices for preventing transmission of STD’s and/or HIV are:

- Avoid exchange of semen, blood, or vaginal fluids with anyone. Practice safe sex or abstinence.
- Always use a condom any type of sexual activity. When traveling, bring condoms from the USA – availability and quality of condoms can be a problem abroad. Both men and women should carry their own condoms.
- Do not use injectable drugs. Do not use needles and syringes that may have been used previously. In general it is wise to avoid tattoos and body piercing while traveling abroad.
- Avoid excess alcohol or drug use. Impairment can lead to unsafe sex, date rape or injury.

**Blood Transfusions**

Blood is not routinely screened for HIV or other transmissible diseases in all parts of the world. If advised to have a blood transfusion while in a developing part of the world it is imperative that CISI and CIE be contacted. Every effort will be made to either postpone until the blood supply is appropriately screened, or if that is not possible, to medically evacuate the individual to a better treatment facility.

**Travel Illnesses and Environmental Challenges**

**Motion Sickness**

Motion sickness is a very common disorder in people traveling by car, ship, bus and small planes. Symptoms may include nausea, vomiting, cold sweats and dizziness. Group travel is made easier by recognizing that some, if not all, of the travelers may be susceptible to motion sickness. When overland travel is a part of the itinerary, especially by van or bus, and over rough, twisty or otherwise challenging terrain, consider that motion sickness may plague the group.
Some travelers benefit from medications such as Dramamine or Bonine, which are often available over-the-counter. They must be taken in advance and may cause considerable drowsiness. Transderm-Scop is a prescription medication adhesive patch that may be used for longer trips. The patch is placed behind the ear and must be applied at least four hours prior to travel. It is effective for up to 72 hours. The patch may cause drowsiness.

**Jet Lag**
Jet lag is a disturbance of the normal daily cyclic body rhythms. Symptoms include excessive daytime somnolence, insomnia, and decreased performance. Crossing greater than five time zones affects most individuals, and it will take about one day per time zone crossed to fully adjust to local time. This an important consideration, as frequently activities such as on-site orientations are scheduled for shortly after the group arrives in country. Points to remember:

- Sunlight can help you adjust. If you arrive at your destination during the day, attempt to stay awake as long as possible to help you adapt to a new schedule. Do not take naps! Get up in the morning and exercise outdoors for an hour.
- Before, during, and after the trip, drink lots of water, and avoid alcohol.
- Melatonin supplements used before bedtime (begin 3-4 days before departure) have been shown to be effective in some studies. Small amounts appear to be all that is needed (0.3 mg. – 0.5 mg.).
- Use an online jet lag calculator: www.mayoclinic.com/health/jet-lag/

**Altitude Sickness**
Acute Mountain Sickness (AMS) is a spectrum of diseases that is caused by travel above 8000-12,000 feet. Some people seem to be more susceptible to altitude illness but age and physical fitness do not predict who will have difficulty. Symptoms of headache, nausea, vomiting, shortness of breath, fatigue, and insomnia may begin in as little as six hours and indicate the need to rest and to acclimatize without going higher until the symptoms resolve- this may take one to two days.

Eating light, avoiding alcohol and caffeine, maintaining hydration and rest may help prevent or alleviate symptoms. The altitude where one sleeps is more important than the highest altitude achieved during the day in determining susceptibility to altitude illness. Going to a very high altitude too rapidly increases susceptibility to altitude illness. Remember: The primary treatment for all significant altitude illnesses is descent!

If the program itinerary calls for travel to altitudes higher than 8,000 feet above sea level, additional precautions must be taken. Consultation with the CIE Study Abroad Office is required for such travel.

**Waterborne Activities**
Swimming as part of a program activity can pose several water-specific concerns. First and foremost is that students may not accurately represent their strength as a swimmer, and could endanger themselves or others by overextending and swimming beyond their abilities. In the event that swimming is available to students as part of the itinerary, formally or informally, advise the group to understand their limitations, swim only where lifeguards are on-duty, and be mindful of dangers such as rip currents, submerged hazards and potential wildlife such as jellyfish, stingrays and sharks.

Freshwater swimming in developing countries can expose the traveler to additional risk through waterborne parasites and diseases:
• Schistosomiasis: Common in Africa and South America this parasite enters the traveler’s skin while swimming in freshwater streams and lakes. It can cause an acute febrile illness or chronic disease and can be difficult to treat.
• Leptospirosis: Leptospirosis is the most common zoonosis (disease spread from animals to humans) worldwide. Freshwater contaminated by animal urine can expose travelers to these bacteria. Those at highest risk include aid workers during flooding, water sport enthusiasts (e.g. kayakers), and hikers.

Insect Transmitted Diseases

Many biting insects have the ability to transmit diseases. Bacteria, parasites, viruses and even worms can all be transferred to humans through insect bites. Malaria, dengue, yellow fever and Japanese encephalitis are a few examples of mosquito-borne illnesses. Plague, leishmaniasis, African sleeping sickness and myiasis amongst many others can be transmitted by a variety of other biting insects. There are neither vaccines nor medication to prevent most of these insect-borne illnesses. Tips for preventing insect bites:

• Cover the skin, wear long sleeve shirts, long pants, socks and shoes especially dusk to dawn
• Use insect repellents containing DEET (30-50%) on exposed areas of skin. Daytime use of repellants may be needed in some circumstances.
• Avoid walking near or in stagnant water, and do not go barefoot
• Select air-conditioned bedrooms or screened windows; when this is not possible be sure to use permethrin-impregnated mosquito nets tucked under mattresses, knockdown sprays and mosquito coils in room.
• Permethrin should be sprayed on clothes used for outdoor activities when exposure to biting insects is likely.

Malaria

Malaria is a disease caused by a parasite present in many parts of the world. The parasite is acquired through the bite of the mosquito, or from other infected blood products. The disease is characterized by fevers and flu-like symptoms, including chills, headache, muscle aches, and weakness. Symptoms may develop as early as eight days after initial exposure in a malarial-endemic area or as late as several years after departure from the area. Always let your doctor know if you have traveled to a malarial -endemic region in the past year.

It is important to take prophylactic medications for malaria when traveling to areas endemic for malaria. Although chloroquine prophylaxis is still effective in some parts of the world, most areas now report chloroquine-resistant malaria. Mefloquine, doxycycline and atovaquone/proguanil are first choice agents for prophylaxis in areas where the malarial parasite is resistant to chloroquine. All prophylactic antimalarial medication needs to be initiated prior to travel, continued throughout travel and taken for an extended period of time after the traveler returns. Medication schedules, costs and side effects vary and should be discussed with your medical provider.

Vaccine preventable insect-borne disease

Yellow fever and Japanese encephalitis are serious viral infections transmitted by mosquitoes that can be prevented by immunization. Your travel medicine provider should discuss your risk and whether these vaccines are required or recommended based on your travel itinerary.
Managing Emergencies While Abroad

A crisis is defined as an emergency for which you don't have a plan. The following sections will outline best practices and guidelines for how to respond when emergencies arise.

Consult the Emergency Contacts section for information on contacting the CIE Study Abroad Office, Campus Police, or Cultural Insurance Services International (CISI).

Emergency Management

When traveling with students on university-sponsored programs, program leaders are responsible for the health and safety of participants. Despite every precaution, accidents and catastrophic events can happen. These guidelines are designed to provide a solid foundation of safety measures to foster a safe and secure learning environment and to provide a standard protocol for communication and action should emergency situations arise.

Prior to departure program leaders will be provided with a detailed itinerary with dates of travel, hotel/lodging and other contact information. Also included with this information will be telephone and fax numbers for local consulate offices, embassies, and emergency contact information.

Faculty leaders and program staff should strongly consider creating an emergency plan, including a meeting point and communication plans should an emergency arise. This is especially important for scenarios where students may become separated from the group or the tour organizer. Back-up plans may include alternate leadership assignments should the faculty or staff member themselves become unable to implement emergency measures. Include in this plan the location of police offices, hospitals, health clinics, and other relevant resources local to the area(s) of travel. Provide this information to students participating in the program and anyone who might need to assist in an emergency.

In the event of an emergency, it is the immediate responsibility of the program leader to locate all students, and then inform the CIE Study Abroad office staff about their welfare. Students should be instructed not to travel independently and to remain at a location where they can be reached. Follow the contact protocol outlined below regarding “Crisis Decision Making While Abroad.”

Crisis Decision Making While Abroad

1. In case of an emergency, the program leader should first make use of local, in-country resources (e.g., police, medical, hotel staff, program vendor) to protect the health and safety of program participants. Once all participants are safe, it is important to contact the CIE Study Abroad Office. Please refer to the Emergency Contacts section for information on contacting the CIE Study Abroad Office

The CIE Study Abroad office will, as needed, contact appropriate UWM offices, staff and institutional resources. If phone service is unavailable, seek access to the U.S. Consulate's office or other emergency facilities, such as Red Cross Emergency Centers or local emergency response services. Without centralized communication, conflicting or
sensationalistic reports to family or media might lead to unnecessarily alarming family or others or open the university to litigation or embarrassment.

2. In the case of wide spread unrest or catastrophic incident, the program leader should coordinate with CIE and CISI to assess the need for evacuation. The local US Embassy and/or Consulate will be coordinating any measures that the United State is taking with regard to its citizens. However, the threshold for evacuation may be lower for UWM and CISI, and arrangements may be made independently. A member of the CIE Study Abroad Office will contact the State Department for reports on steps to take.

3. In the case of incidents impacting one, or only a small portion of the entire group, such as emotional health problems, serious injury, sexual assault, missing student/participant, student/participant arrest, student/participant victimization of a crime, or lost/stolen passports, it is important to tend to the needs of both the student(s) in crisis, as well as the group. If there is more than one faculty/program staff, divide the responsibilities accordingly. If not, coordinate with CIE for guidance on available resources, and best practices in balancing the two different needs.

4. Document all aspects of the incident, including what happened, actions taken, and conversations that took place. The CIE Study Abroad Office will document all information shared, so contact a member of the CIE On-Call Staff will not only serve to notify the office of an incident, but also create the appropriate and necessary documentation. In the event that direct and frequent communication is difficult or not possible, the faculty leader and/or program staff will need to take responsibility for documentation. While incident report forms are available, and can serve as a guide for documenting, their use is not mandatory. It is just important that a record is kept.

5. After an incident, UWM may conduct an investigation, including review of incident logs and reports, interviews with eyewitneses and students/staff involved or affected. Investigations should provide an evaluation of how effectively the situation was handled and what steps could be taken to improve staff/university responses in the future.

Non-Academic Student Misconduct

Non-academic misconduct is defined by UWS Chapter 17, and on campus the response to such incidents is handled by a combination of the Dean of Students Office, Campus Police and University Housing and Residence Life. While abroad, these offices are more limited in their ability to manage incidents. As such, the response to misconduct will be coordinated through CIE, and will involve direct input from the Dean of Students Office.

In the event that a student engages in non-academic misconduct, whether it is reported or observed, the faculty leader and/or program staff will contact the CIE Study Abroad Office. While the process for responding will vary based on the incident and its severity, the basic principles are as follows:

1. An investigation will be conducted to determine what may have happened, and whether any conduct was in violation of UWS policy. Involved parties, namely any claimant, respondent and witnesses will be interviewed. In the study abroad context this may include a phone call with members of the CIE Study Abroad Office and/or the Dean of Students Office.
2. The investigator from the Dean of Students Office will make a determination as to whether or not a violation occurred. If the student is found not to be responsible, the matter is concluded.

3. If the student is found to be responsible, a sanction or consequence will be determined. The CIE Study Abroad Office will be involved in that discussion, and it will likely also include the faculty leader and/or program staff. Depending upon the seriousness of the violation, warnings may be adequate. If the violation is repeated, more serious action may need to be taken. Serious violations may require follow-up upon returning to UWM.

4. If the sanction requires removing the student from the program, the student is responsible for making arrangements to return home. If the student is unable to pay, the program leader may make any necessary payments, and inform the CIE Study Abroad office so that the student may be subsequently billed.

5. In some instances the behavior or infraction may not be serious enough to merit adjudication while the student is abroad. This is often the case on short-term programs, as well as when the student’s return travel is imminent. In such cases, Dean of Students Office will begin the non-academic misconduct process upon the student’s return to campus.

Dealing with Mental and Emotional Health Problems

Mental and nervous conditions, as well as emotional distress, are particularly difficult challenges to address in the study abroad context. These conditions are underreported, and often the first indication of cause for concern manifests once the student is already abroad.

Unlike physical ailments, where the course of action is more clearly defined, determining the appropriate response, and even deciding if a response is warranted, is a major challenge.

The first step is to recognize the change in behavior, and identify it as a concern. The best preparation for this is to get to know the students, and understand what is their “normal”. If a student begins the program gregarious and outgoing and then drastically changes to withdrawn and brooding, that may indicate the presence of a developing issue. Of course, the challenge is that the change in behavior may have a benign explanation.

The important thing to do is to notice the change, document it, and report it to the CIE Study Abroad Office. While the initial report of such a behavioral shift may seem trivial, it can be important to solicit the additional input. If the change was anomalous then nothing more will come of it. But, if it is an indicator of a problem then the CIE Study Abroad Office is already aware and in the loop.

In documenting, make sure to stick to actual observed behavior. Reports from students can be heavily skewed, and while helpful in identifying shift in behavior and the presence of a larger cause for concern, these reports can also be sensationalized.

Factors like the amount of time remaining in the program, present location, upcoming travel or excursions and activities, and progression of the student’s condition will be used in determining a course of action. The CIE Study Abroad Office will bring in support from campus resources, and discussions of options and possible actions will include this group and the faculty leader and/or program staff.
Key questions to consider are:

- Has the student disclosed any information on their forms regarding preexisting medical or mental health problems that can aid in assessing the situation?
- What support network, if any, exists for the student?
- Are formal and appropriate mental health services available?
- Will the student agree to seek help?
- Can the student avail him/herself of these services and remain an active participant in the program?
- Is the student a danger to him/herself?
- Is the student a danger to others?

Often there is not a clear and obvious solution to these types of incidents. They can be particularly difficult to work through, and frequently do not resolve quickly. However, by working closely with the CIE Study Abroad Office and other campus resources, the student can receive the service and attention needed, while not adversely impacting program integrity.

**Dealing with Serious Injury**

In the event of a serious physical injury or illness of a student (or students) the faculty leader and/or program staff should:

1. Immediately contact the appropriate local emergency services providers (ambulance, fire, or police).
2. Accompany the student(s) to the hospital or clinic. Note that CISI will not cover transportation costs other than in an official ambulance.
3. Contact the CIE Study Abroad Office. Provide CIE with the name of the hospital or clinic, as well as any contact information. CIE can contact CISI and open a case file with them. This will also allow for insurance coverage, and the Guarantee of Payment (GOP), to be put in place in the event of significant expenses accruing.
4. Document, or report to CIE for documentation, any and all actions taken.
5. Provide the opportunity for the student to call his/her parents and family.
6. Continue to provide reports and updates on the condition of the student.

If the group is scheduled to travel, arrangements must be made to ensure that the student is not left behind alone. If there is only one faculty leader or program staff, travel must be delayed until CIE can identify a second person – or make arrangements for a UWM staff person (likely from within CIE) to arrive on location and stay with the student. Under no circumstances should the faculty leader and/or program staff move on with the group and leave the student behind with no UWM staff presence.

**Sexual harassment, Sexual Violence and Any Other Sex-Based Misconduct**

In the event of an incident of sexual harassment, sexual violence and/or any other sex-based misconduct the faculty leader and/or program staff must NEVER ignore or dismiss any complaints or reports. UWM’s response to such incidents is overseen by UWM’s Title IX Coordinator, and UWM’s Title IX policies and resources are available online ([http://uwm.edu/titleix/](http://uwm.edu/titleix/)).

In the event that a report of sexual harassment, sexual violence and/or any other sex-based misconduct is made to the faculty leader and/or program staff, the report must be forwarded on to
either the Title IX Coordinator or a Title IX Deputy – their names and contact information is available on UWM’s Title IX website (http://uwm.edu/titleix/).

The type and severity, as well as the instructions of the Title IX responder will dictate the response to the incident.

**Responding to Lost or Missing Persons**

In the event that a student is lost or reported missing, the faculty leader and/or program staff should gather all of the important information regarding when and where the student was last seen, information regarding their behavior patterns and recent emotional state. This information may help to assess whether the student is likely to be ignoring the itinerary and is running late or lost, or whether there is a possible alternate, and more concerning cause for the absence.

The CIE Study Abroad Office should be notified immediately. Even if it turns out that the student was simply not being mindful of travel schedules, etc., the report will document such behavior in case it becomes repetitive and corrective action needs to be taken.

If the student is legitimately missing, CIE and the faculty leader and/or program staff will need to begin coordinating with local resources and the U.S. Embassy or Consulate. While the search for the student will important, attention must also be paid to the remainder of the group, and arrangements for continuity of the program will be discussed between CIE and the faculty leader and/or program staff.

**Responding to Student Arrest**

Similar to an incident of a missing student, the first step will be to determine the nature of what took place, the reason (if provided and/or in existence) and the location of the student. Contact the CIE Study Abroad Office immediately, and begin documenting any and all details. The U.S. Embassy Consular Office will be contacted, although their role is limited to minimal advice and guidance, as well as resources for hiring a local attorney.

The nature of the arrest, as well as the location of the program, will determine the timeline for resolution of the matter. While attention to the student under arrest is important, attention must also be paid to the remainder of the group, and arrangements for continuity of the program will be discussed between CIE and the faculty leader and/or program staff.

To the extent appropriate and permissible, the faculty leader and/or program staff may visit the student wherever he/she is being held. CIE and the faculty leader and/or program staff will also maintain contact with the U.S. Consular Official assigned to the student.

Please note the limits of U.S. Consular Office support

- Visit the individual in jail after notification of their arrest.
- Give the student or faculty leader and/or program staff a list of local attorneys. (Note, though, that the U.S. government cannot assume responsibility for the professional ability or integrity of these individuals.)
- Notify family and friends and relay requests for money or other aid if authorized by the incarcerated student.
• Intercede with local authorities to ensure that U.S. citizens’ rights under local law are fully observed and that one is treated humanely, according to internationally accepted standards.
• Protest mistreatment or abuse to the appropriate authorities.

The U.S. Consular Official CANNOT:
• Demand immediate release from jail, or get anyone out of jail or the country.
• Represent anyone at trial or give legal counsel.
• Pay legal fees and/or fines with U.S. government funds.

Responding to the Death of a Student

In the unlikely, and highly unfortunate event of the death of a student, faculty leader and/or program staff must verify the identity of the student and gather as much information as possible about the circumstances surrounding the student’s death. Contact the CIE Study Abroad Office immediately. UWM has established policies and protocols for such occurrences, and these will be adapted for appropriate implementation in the study abroad context.

CIE will work with other campus officials to coordinate notification of the student’s designated emergency contact in person, if possible, and offer other appropriate support. CIE will contact CISI for support in the repatriation of the mortal remains – a benefit provided through the insurance policy. CIE will notify the U.S. Embassy or Consulate, and together with CISI will coordinate any necessary aspects of the response.

CIE will also work with the faculty leader and/or program staff in arranging support and resources for the other students on the program. A discussion of program continuity will be had, but the strong preference in such circumstances is to arrange for the group’s immediate return.
Financial Policies and Guidelines

Study Abroad Program Budgeting

To increase student access to study abroad programs and to minimize the cost of student participation, all UW-System study abroad programs are required by the Board of Regents to be financed on a cost recovery basis. Students are assessed a fee which recovers the actual, reasonable, and necessary costs of the program. The addition or deletion of students from a program will have a monetary effect on the program budget, including travel advance, instructor salary amounts, etc. Study abroad program leaders play an active role in the budgetary process but the CIE Study Abroad Office has final budget authority. Final budgets need to be finished per the deadline supplied to them by the CIE Study Abroad Office.

Travel Approvals and Paperwork

All official UWM business travel must be authorized and approved by the employee’s supervisor prior to travel. All paperwork needed by the CIE Study Abroad Office will be created and managed by CIE Study Abroad Office staff. Faculty should check with their individual departments as to whether additional paperwork needs to be on file with them.

Once all paperwork is prepared, faculty will need to come in to sign, or e-mail a scan of the signed documents as promptly as possible. Afterwards, CIE Study Abroad staff will secure the rest of the needed approvals and send the paperwork to the appropriate office on behalf of the faculty.

Travel Advance

A Travel Advance (TA) is a check issued to cover various program costs (per UWM Travel Office regulations, the check will be issued no earlier than 7 days prior to departure – if you are departing early, let CIE Study Abroad staff know well in advance). The CIE Study Abroad Office program budget will specify the costs that will be included in a Travel Advance.

In order to secure a Travel Advance check:
- The CIE Study Abroad Office will fill in the appropriate fields and request your signature before submitting to the Travel Office
- Once the check is ready, faculty will be notified directly by the Travel Office and may then go pick up the check in person in Engelmann 230

Salary and Payroll Paperwork

All Faculty/staff leading study abroad programs will receive an appointment letter. The appointment letter, created for you by the CIE Study Abroad Office, should be promptly reviewed and, signed. All other paperwork will be created and submitted on your behalf to HR. If necessary, you may need to also sign an Overload Approval Form.
**Overload Approval**
An overload occurs when faculty/staff are already appointed to a full-time (100%) position and then take on additional paid duties outside of the scope of their job description. In this case, an Overload Approval Form will be prepared by CIE Study Abroad Office staff and then must be signed by the faculty/staff member. CIE Study Abroad Office staff will then work to secure the rest of the signatures. This is not needed for faculty leading semester programs that are not being paid an additional stipend above and beyond their usual monthly salary.

The following are examples of when faculty/staff leading study abroad programs will need an overload form submitted:

- Faculty/staff employed at 100% and on a 12 month contract
- Faculty/staff employed at 100% on a 9-month contract receiving compensation for leading a UWinteriM study abroad program

**Travel and Lodging**

Airline arrangements:
ALL program airline arrangements must be made through the CIE Study Abroad Office.

Land Travel:
ALL program land travel arrangements must be made through CIE Study Abroad Office. If you are claiming mileage (driving your own vehicle or renting) for study abroad program purposes, your name MUST appear on the campus “Driver Authorization Listing.” If you are not already an authorized driver, the “Driver’s Authorization Form” can be downloaded online from the “Risk Management Forms” section: <http://www4.uwm.edu/usa/>. Complete and submit this form to Risk Management to be approved and added to the list. Driving abroad is not permitted except under special circumstances. Contact the CIE Study Abroad Office for approval.

Lodging:
ALL program lodging arrangements must be made through the CIE Study Abroad Office.

**Reporting of Program Activity and Expenses**

At the end of your program, the CIE study abroad office will prepare the Travel Expense Report (TER) and final program accounting for all study abroad programs. Program leaders are expected to submit all receipts with documentation to the CIE study abroad office within 30 days of the termination of their program. NOTE: You must provide RECEIPTS and PROOF OF PAYMENT for ALL purchases EXCEPT PER DIEM (if you’re not sure, get the receipt anyway). This is how we prove to the Travel Office that the funds were used for the program. If we cannot provide receipts for the full travel advance amount, faculty will be required to surrender the balance.

If faculty/staff remain abroad after a program ends, then the return date must be communicated to the CIE study abroad office prior to the submission of a travel advance request form. In this case, all receipts and proof of payment would still be due 30 days after the termination of the program. Photocopy all receipts and mail the originals to the CIE study abroad office.
Each faculty/staff director receiving a travel advance is responsible for a complete accounting of ALL funds expended. Funds expended must NOT exceed the approved CIE study abroad budget.

**Program Receipts**

All Receipts need to contain the following information:

- Name of vendor;
- Description of item/service purchased;
- Cost of item/service;
- Method of payment; and
- Date of purchase.

Receipts for Lodging: A receipt indicating a per-day breakdown of each day of lodging is required.

Receipts for Meals: Program budgets typically include an amount labeled Per Diem for program leaders and assistants. This amount is generally meant to cover the purchase of individual meals (as opposed to meals for the entire group). Amounts allotted for each meal are based on the following percentage break-down of the total Per Diem rate: Breakfast – 20%, Lunch – 30%, Dinner – 50%. Extra funds from any meal or day CANNOT be applied to future meals or days and it will only be reimbursed up to the agreed upon amount in the program budget.

This is the only item that does not need to be accounted for in receipts after the program has ended and will never be returned in any case. As such, the faculty are able to use it for meals and for other individual needs (i.e. laundry on a longer program) at the discretion of the faculty.

There may also be money in the travel advance allotted for group meals which includes both the faculty and the students. The faculty would use that money to pay for the entire group. In this case a receipt must be submitted to the CIE Study Abroad Office for the TER as it is not an individual meal. Again, if you're not sure, get a receipt just to be safe.

**No alcohol will be reimbursed.**

- Meals involving others (other than the students participating on the program) will be reimbursed only if directly related to the program. In this case, the following information is required:
  - Name of all individuals at the meal;
  - Where these individuals are from; and
  - Their affiliation UWM.

Payments to an individual (speakers/tour guides/etc): A signed and dated document by the individual providing service stating exactly what the service was and how much money was received is required. At the end of this booklet is an example of a “Receipt for Services Form.” Copies are provided in the Program Leader Handbook or you can obtain one from the CIE study abroad office.
**Foreign Currency Exchange**

Submission of exchange rates used during travel will be honored if proof of rate is provided via receipt or bank statement for each purchase. If no proof is rendered, CIE will use the exchange rate for the date listed on the receipt via: <http://www.oanda.com/currency/historical-rates>.

**Unusual Expenses**

Unusual expenses consist of those not budgeted but necessary during the operation of the program. Examples of this type of expense are: extra transportation costs for a sick student, a group meal due to a canceled flight or alternate housing accommodation due to unsafe or unsanitary conditions.

Arrangements for such unanticipated expenses should be cleared with the CIE Study Abroad Office (approval of the Director of Study Abroad is ideal, but not always available or practical in the immediate moment). For those instances where prior approval is not possible, the Director of the CIE Study Abroad Office will review the expense after the fact. Receipts for any such expenses must be provided in for reimbursement, and even with prior approval, a thorough explanation must accompany the receipts.

**Expenses Not Reimbursable**

- Alcoholic beverages
- Spouse or family member's travel costs
- Cancellation charges (unless justified)
- Lost/Stolen cash or personal property
- Personal items, e.g. toiletries, luggage, clothes, shoe shines, etc.
- Expenses incurred by non-employees or other employees that are not UWM business related.
- Laundry, cleaning, pressing cost
- Avoidable expenses for non-business related activities such as sightseeing, receptions, etc.
- Traffic citations, parking tickets and other fines
- Additional charges incurred for personal reasons involving vehicle rentals
- Excess cost of circuitous or side trips for personal reasons
- Parking costs at the assigned workplace
- Repairs, towing service, etc. for personal vehicles
- Taxi fares to and from restaurants
- Meals included in the cost of airfare or registration fees
- Pay-per-view movies in hotel/motel room
- Personal entertainment
- Additional charges for late checkout or un-canceled guaranteed reservations (unless justified)
- Lodging cost at unlicensed facilities unless there is a substantial cost benefit to UWM.
- Lodging within 50 miles of the headquarters city (unless properly justified and approved in advance
- Flight insurance
- Kennel fees
- Facials, nails, haircuts
- Massages
Extra baggage charges for personal items, such as a golf clubs, skis, etc.
Airline, car rental and hotel club membership dues
Childcare costs
Any other non-program-related costs

This list is set by Travel Office policy in conjunction with CIE Study Abroad policy. All items are reviewed by CIE Study Abroad Staff and reimbursement is at their ultimate discretion.

Contact and Financial Assistance Websites

- Erin Kunert, Financial Specialist: 414-229-3041, eakunert@uwm.edu
- UWM Travel: http://www4.uwm.edu/bfs/
- Association for Safe International Travel: http://www.asirt.org/
- Foreign Per Diem Rates: http://aoprals.state.gov/content.asp?content_id=184&menu_id=78